

**Care Coordinator
Performance-based Interview**

SUMMARY SHEET

(medical center name)

Date:_____ Applicant:_____

Interviewers Signatures:

Scores:

_____	[_____]
_____	[_____]
_____	[_____]
_____	[_____]

Total Points: [_____]

Comments:

**Care Coordinator
Performance-based Interview**

SCORING SHEET

(medical center name)

Date: _____ Applicant: _____

Interviewer Name (print): _____

Signature: _____ Score: [_____]

Comments:

SCORING GUIDELINES

Score each question as -1, 0, 1, or 2 by checking the appropriate column; according to the following criteria:

- (-1) Any response that the interviewer feels is incorrect, or does not properly address the question.
- (0) Any response that is neutral, being neither correct nor incorrect.
- (1) A correct response that covers some but not all key points.
- (2) A response that covers all key points of the question.

Questions/Situations	Key Points	Scores			
		Y the appropriate box			
		-1	0	+1	+2
1. Why are you applying for this position?	<ul style="list-style-type: none"> •Initiative. •Goal setting. •Interest in new program. 				
2. What specific skills do you have that would be especially suitable for working in a care management position such as this one?	<ul style="list-style-type: none"> •Personal mastery •Technical skills 				
3. Give an example of something you accomplished that wouldn't have happened if you had not been there to make it happen.	<ul style="list-style-type: none"> •Teamwork skills •Customer service •Systems thinking 				
4. Identify 3 characteristics you possess that make you an effective staff member. Give an example of how these have been used effectively in your current job.	<ul style="list-style-type: none"> •Self-awareness •Personal mastery •Organizational skills 				
5. This program will use special telecommunication technology what is your experience in using technology to augment your care?	<ul style="list-style-type: none"> •Problem-solving skills •Continuous improvement •Personal mastery 				
PAGE SCORE:					

Questions/Situations	Key Points	Scores			
		Y the appropriate box			
		-1	0	+1	+2
6. Tell us about a time when you had to work with an individual or group to get their cooperation, what was the outcome? What did you learn?	<ul style="list-style-type: none"> •Technical Skills •Negotiation Skills •Continuous learning 				
7. Explain why patient-participation is important in chronic disease management?	<ul style="list-style-type: none"> •Interpersonal skills •Communication skills 				
8. What experience and/or skills do you have that demonstrate your ability to communicate effectively to others?	<ul style="list-style-type: none"> •Speaking/writing skills •Negotiation skills 				
9. In your current position how do you personally contribute to making it a team-environment?	<ul style="list-style-type: none"> •Customer Service •Teamwork skills •Negotiation skills 				
10. The care coordinator role is non-direct care that is different from the ARNP role. Describe how your ARNP experience will help you adjust to this new role.	<ul style="list-style-type: none"> •Problem-solving skills •Flexibility •Adaptability 				
PAGE SCORE:					

Questions/Situations	Key Points	Scores			
		Y the appropriate box			
		-1	0	+1	+2
11. Tell us about a situation in which you were able to find a new and better way of doing something significant.	<ul style="list-style-type: none"> •Initiative. •Goal setting. •Creative Thinking 				
12. You have contacted a provider about a patient's elevated B/P. The provider has made no changes in treatment what would you do next?	<ul style="list-style-type: none"> •Conflict resolution skills •Technical skills 				
13. Describe a real situation in which you dealt effectively with a patient's or staff member's complaint.	<ul style="list-style-type: none"> •Teamwork skills •Customer service •Systems thinking 				
14. Give an example of a success you were part of on a committee, task force or work group.	<ul style="list-style-type: none"> •Systems Thinking 				
15. Give me an example of a time you had to go above and beyond the call of duty to get the job done.	<ul style="list-style-type: none"> •Organizational Stewardship 				
Add the page totals, and write this total on the cover page. TOTAL SCORE:					